INFORMATION SYSTEMS SUPERVISOR

DEFINITION

Under general direction, is responsible for supervising information technology staff engaged in applications analysis, design, and programming, systems administration, and/or user support operations in the Department of Technology; performs related duties as required.

EXAMPLES OF WORK (Any one position may not include all of the duties listed, nor do the examples cover all of the duties that may be performed.)

Supervises the activities of information technology staff, which includes approving leave requests, conducting performance evaluations, recommending disciplinary action, and assigning and reviewing work;

Assigns, coordinates, and supervises the work of applications programmers;

Plans, coordinates, and supervises the maintenance, repair, and replacement of servers and related equipment; monitors progress and ensures timely and accurate completion of work;

Assigns, coordinates, and supervises the staff providing on-site or remote technical support to citywide users;

Conducts research or coordinates special projects to resolve problems of considerable scope and complexity relating to software applications, including GIS, database and web applications, systems administration, or user support systems;

Confers with clients and vendors to resolve software and hardware problems;

Assists in developing production and quality standards, workplace policies and procedures; assists in budget preparation;

Conducts or directs technical research for new software, hardware, and emerging technologies; provides cost analysis and recommendations to management for procurement of new technology;

Represents the department in meetings with clients, vendors, and City representatives; keeps management informed of all situations that could affect the accomplishment of division section's goals and objectives.

GUIDELINES FOR CLASS USE

The allocation of positions to this classification is restricted to the Department of Technology. Positions allocated to this classification have full supervisory responsibility, which involves all of the following: (1) assignment of work, (2) performance evaluation, (3) approval of leave requests, and (4) administration or recommendation of disciplinary action.

MINIMUM QUALIFICATIONS

Possession of a bachelor's degree with significant coursework (16 semester hours or 24 quarter hours) in computer science, information systems, or closely related field and three (3) years of experience in systems analysis and design, systems administration, network administration, or applications programming, one (1) year of which includes lead work on projects, or over subordinate technology personnel. Substitution(s): Additional experience as specified above may be substituted for the educational requirement on a year-for-year basis.

Specialization in the discipline for which appointment is being made may be required for some positions and will be incorporated in the job postings, as appropriate.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of computer design principles, methods, and techniques; thorough knowledge of computer programming languages, and relational database architecture, or network operating systems; thorough knowledge of current operating systems, distributed system technologies; considerable knowledge of supervisory principles and techniques; general knowledge of principles in employee training and development; general knowledge of cost analysis; ability to present information orally and in writing; ability to analyze business processes and develop recommendations for improvements; ability to establish and maintain cooperative working relationships with others.